

How to Place a Ticket (Incident) with Customer Help Desk (CHD)

For Severity 1 Priority for Fire & All Risk

***** Note tickets are now called Incidents**

1. Call Helpdesk (CHD) 1-866-945-1354

2. Choose **Option 8 “Fire”**

You will hear messages giving the phone numbers for the ROSS Helpdesk and the Fire Applications Helpdesk

3. **Remain on the line and speak to a Helpdesk person.**

If you have a question concerning Fire Applications (WIMS, FPA, etc) tell the helpdesk person that your question is a FIRE APPLICATION problem. EUSC will transfer your call to the Fire Applications Helpdesk. (When this transfer takes place you have been passed to the Fire Applications Helpdesk and are no longer able to place a ticket with CHD)

4. **Tell the Customer Helpdesk the following:**

“I need to place a ticket(incident) that needs to be entered as a Severity 1 priority in support of fire, we are having the following problem....”

Be specific using keywords to explain your problem –

NETWORK, RADIO COMMUNICATION, SERVERS, CRITICAL
RESPONSE TIME, FAILED REPEATERS, NO INTERNET CONNECTION

- **unable to connect to Internet and need the NETWORK checked**
- **we have lost RADIO COMMUNICATION** with “XYZ” Repeater
- **we have lost RADIO COMMUNICATION** with our **Flight Following** program and have **AIRCRAFT** in the air and are unable to communicate with them.
- **unable to access servers, our NETWORK doesn’t seem to be responding and we are unable to print to the network printers**

If you are using Voice over IP, or Radio over IP include that information on the ticket. The network can also affect your radios and phones.

5. **WRITE DOWN THE TICKET(Incident) NUMBER and KEEP** for reference.

6. **ASK HELPDESK TO READ WHAT THEY HAVE WRITTEN ON THE TICKET.** Listen for the **Keywords**

7. ASK “WHAT PRIORITY HAVE YOU SET ON THIS TICKET(Incident)?”

If you do not hear them say Severity 1 priority, then **be firm and make sure your ticket(Incident) gets placed at a Severity 1.**

The Helpdesk does have after-hours and weekend support and when the tickets are placed at a Level 1 priority, you should receive a call back concerning your ticket within 1 hour. **If you do not receive a call back within 1 hour, call CHD back and reference your ticket (incident) number and ask when you will be receiving a call and reference the after-hours or weekend support calling list.**

8. DO NOT LET THEM CLOSE THE TICKET (Incident) UNTIL YOU HAVE RESOLUTION TO YOUR CALL.

Once a ticket (incident) is closed, you have 15 days to reopen an incident, if the problem recurs.

PLEASE USE THIS PROCESS WHEN CRITICAL RESPONSE TIME IS NEEDED IN SUPPORT OF FIRES OR ALL RISK INCIDENTS. Day to day support issues should still follow the regular CHD ticket process.

If you have any questions, or problems with the process please contact the Customer Relations Specialist for Fire or your Region or Area.

Laurie Jakubowski, NIFC (GACCs , National Fire support – Region, Forest)

208-387-5600 cell 208-867-7864

Rob McLeod, R1

Bob Topic, R2

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